

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-03 15-23-22

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
29	29	0	Pass	NA

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

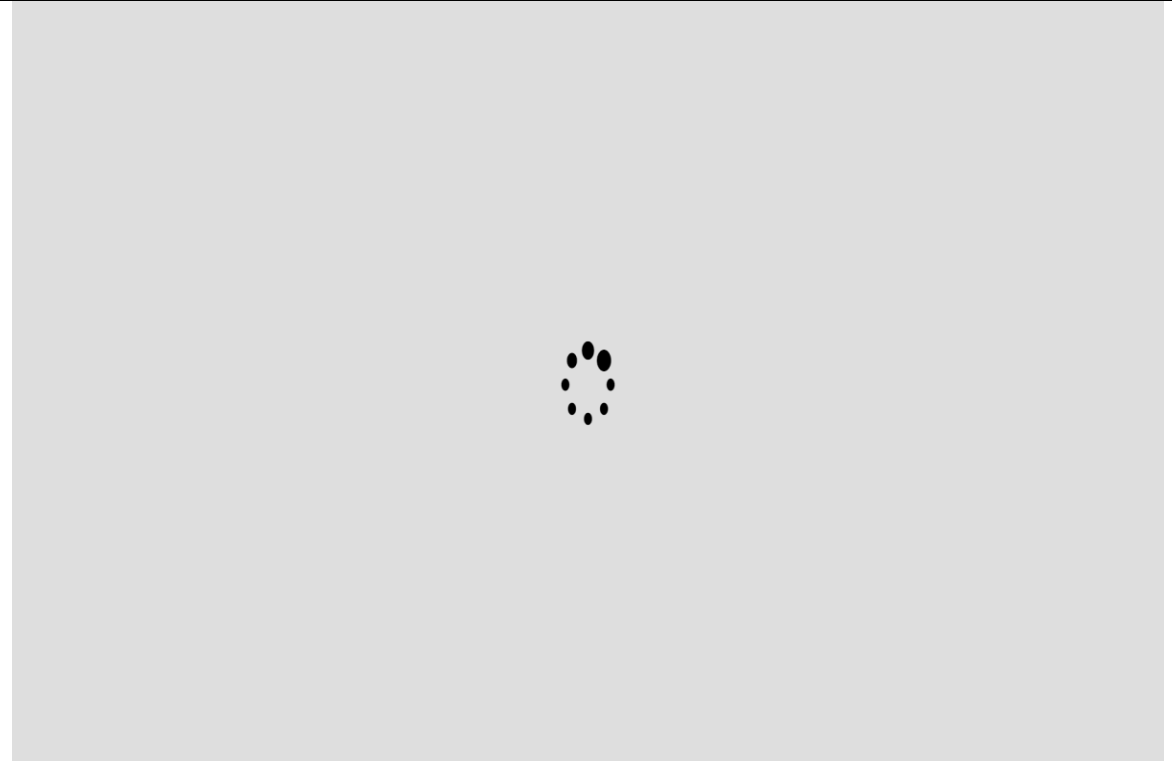
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



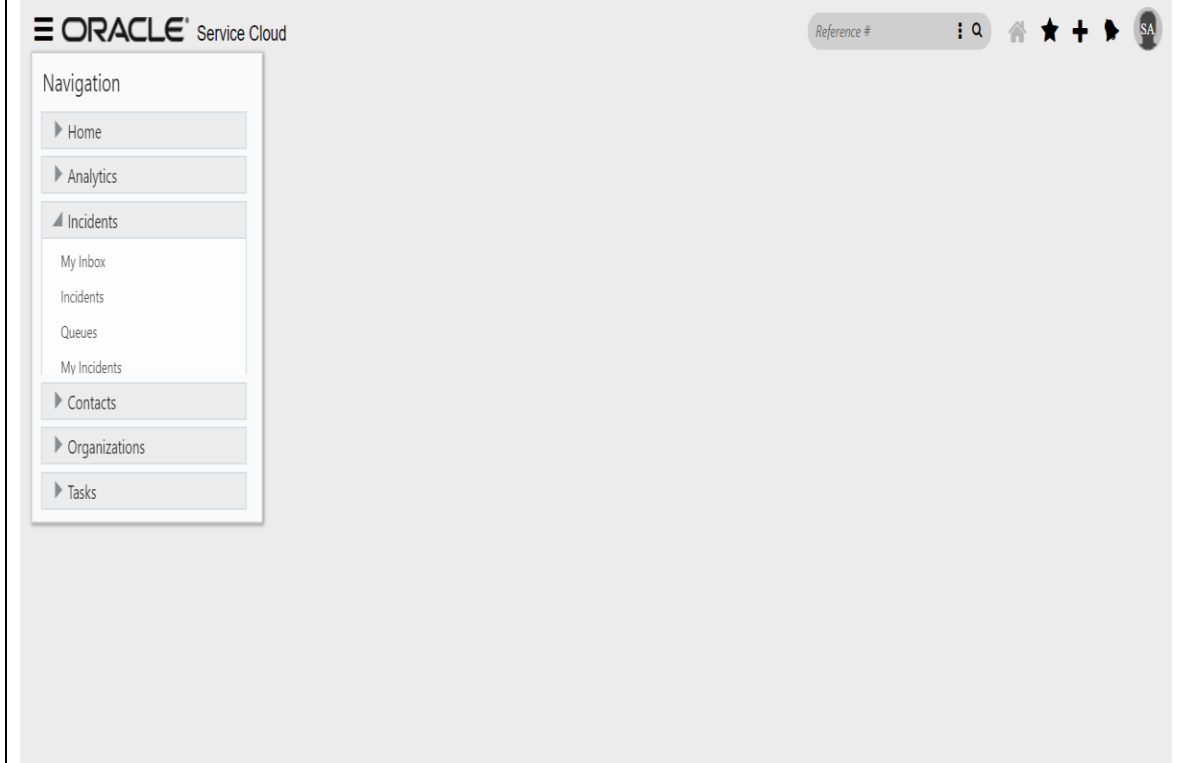
Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📋 Copy 📧 Assign 📌 Propose ✕ Delete 📌 Bookmark

Incidents

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for SHIWA KUMAR	Open	Suramyia Paul		04/30/2020 11:44 PM	200430-002108

996 Records

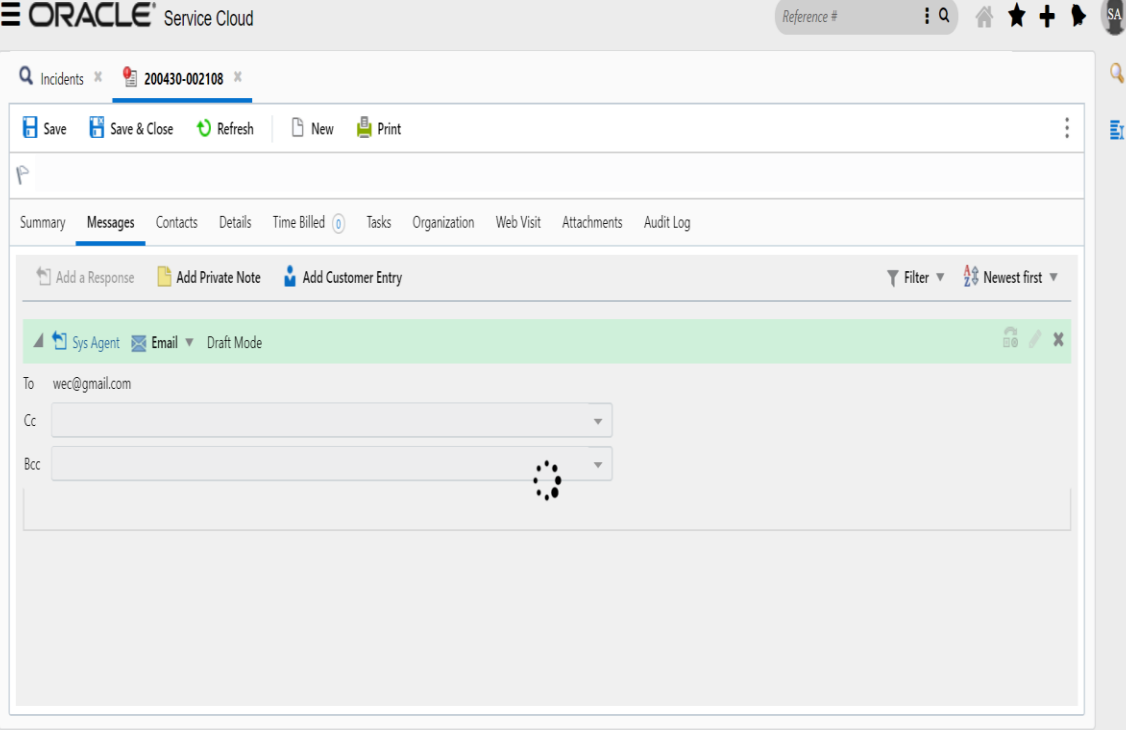
Step No:8

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass



The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main header shows 'Incidents' and the incident ID '200430-002108'. Below this, a toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. The 'Messages' tab is selected in the navigation bar, which also includes 'Summary', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' section has buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry', along with a 'Filter' dropdown and a 'Newest first' sort option. A green banner at the top of the message area reads 'Sys Agent Email Draft Mode'. The email header shows 'To: wec@gmail.com'. The 'Cc' and 'Bcc' fields are empty. A loading spinner is visible in the bottom right corner of the email composition area.

Step No:9

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, there's a tabbed interface with 'Incidents' selected, showing a list of incidents with a red dot indicating a new entry. The incident ID '200430-002108' is highlighted. Below the incident list, there's a toolbar with 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. The main content area shows a message draft in 'Draft Mode'. The 'To' field is filled with 'wec@gmail.com'. The 'Cc' and 'Bcc' fields are empty. The message body contains the text 'We are working on your issue and we will get back to you.' The interface includes a rich text editor with various formatting options like bold, italic, underline, and text color.

ORACLE Service Cloud

Reference #

Incidents 200430-002108

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Add a Response Add Private Note Add Customer Entry

Filter Newest first

Sys Agent Email Draft Mode

To wec@gmail.com

Cc

Bcc

Font Size B I U S A A

We are working on your issue and we will get back to you.

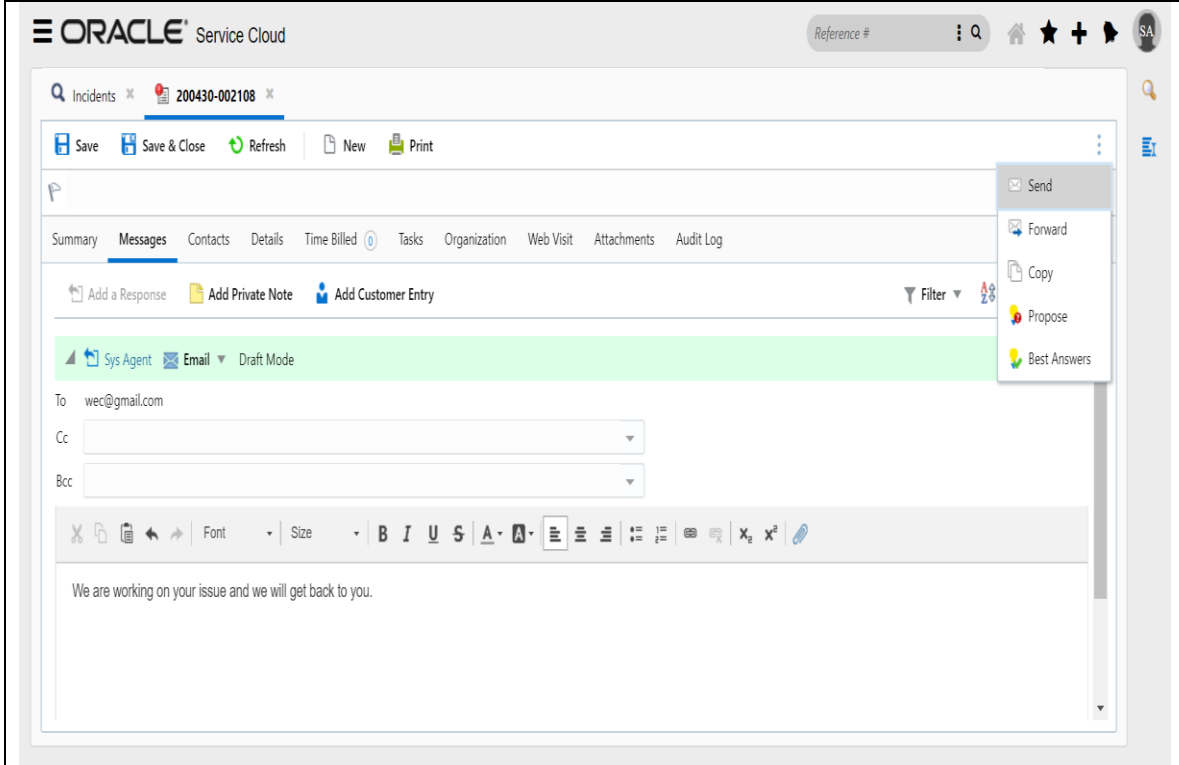
Step No:10

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass



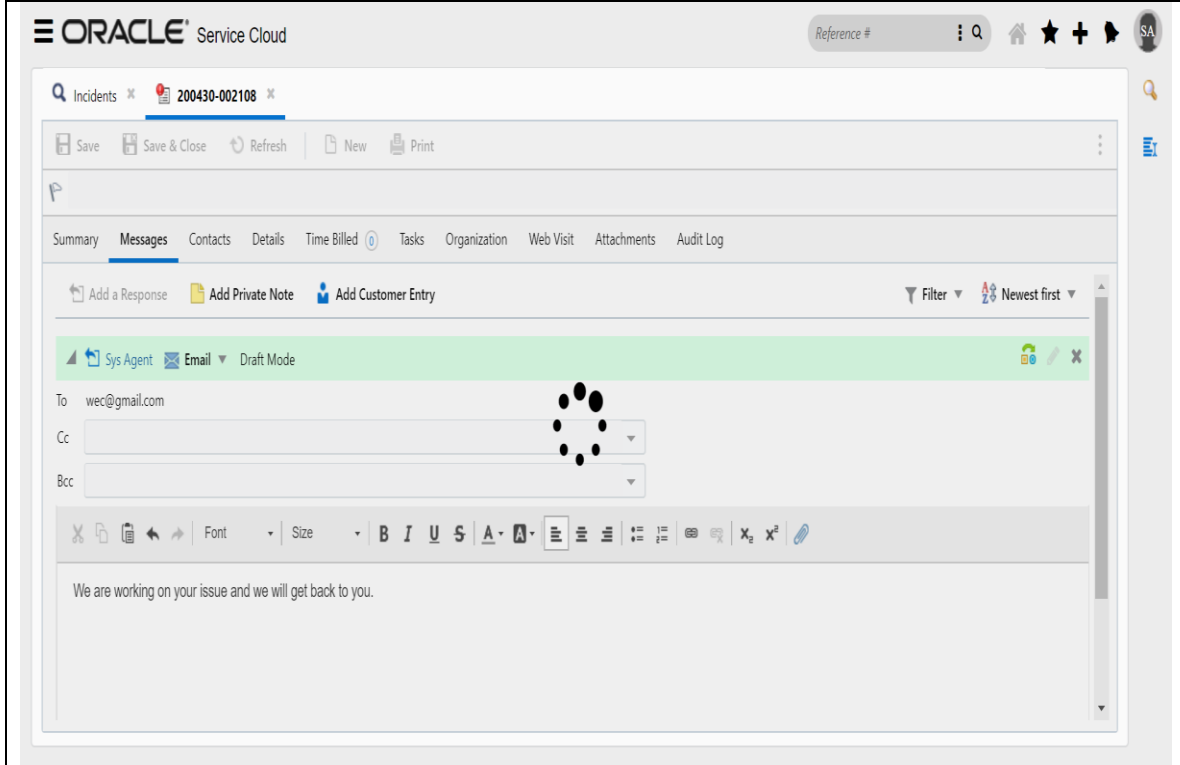
Step No:11

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass



Step No:12

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a navigation bar shows 'Incidents' and the incident ID '200430-002108'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing a message from 'Sys Agent' dated '08/03/2020 03:24 PM' with the text 'We are working on your issue and we will get back to you.' The interface also includes a 'Filter' dropdown and a 'Newest first' sort option.

Step No:13

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

ORACLE Service Cloud

Reference #

SA

Incidents

Search Refresh Reset Open New Print Copy Assign Propose Delete Bookmark

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FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for SHIWA KUMAR	Open	Suramyia Paul		04/30/2020 11:44 PM	200430-002108

996 Records

Sys Agent

Change Password

Help

About

Preferences

Sign Out

Step No:14

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass

 **ORACLE** Service Cloud

Reference #



